DOCUMENT RESUME

ED 443 033 CE 080 491

TITLE	Illinois Occupational Skill Standards: Retail Garden Center Cluster.
INSTITUTION	Illinois Occupational Skill Standards and Credentialing Council, Carbondale.
SPONS AGENCY	Illinois State Board of Education, Springfield.
PUB DATE	1997-11-00
NOTE	57p.; For other Illinois Occupational Skill Standards, see CE 080 475-492.
AVAILABLE FROM	Curriculum Publications Clearinghouse, Western Illinois University, Horrabin Hall 46, 1 University Circle, Macomb, IL 61455-1390, Tel: 800-322-3905, Fax: 309-298-2869, e-mail: CPC@wiu.edu (501d, $4). For full text: http://www.standards.siu.edu/pdf/agriculture/retail.pdf.
PUB TYPE	Guides - Non-Classroom (055) -- Legal/Legislative/Regulatory Materials (090)
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	*Academic Standards; Behavioral Objectives; Competence; Competency Based Education; Educational Objectives; Employment Potential; Evaluation Criteria; *Horticulture; *Job Skills; Job Training; Nursery Workers (Horticulture); Occupational Clusters; Ornamental Horticulture Occupations; *Performance Based Assessment; Plant Growth; Plant Propagation; Postsecondary Education; Program Guides; *Retailing; Secondary Education; *State Standards; Statewide Planning; Student Certification; Student Evaluation; Trees; Vocational Education
IDENTIFIERS	Illinois

ABSTRACT

These skill standards, developed through a consortium of educational and industry partners in Illinois, serve as guides to workforce preparation program providers to define content for their programs and to employers to establish the skills and standards necessary for job acquisition and performance. The skill standards include the following components for each skill defined: performance area; performance skill; skill standard; and performance elements and assessment criteria. This publication contains skill standards for retail garden center occupations defined on eight levels (parking lot attendant; delivery person; stock person; salesperson; hard goods and gifts manager; indoor plant manager; outdoor plant manager; and garden center manager) by increasing level of difficulty. Thirty skill standards are included in the areas of payment points; customer service; merchandising; maintaining tools and equipment; clean-up; displaying merchandising; soils; waste disposal; plant delivery; loss control; weed and insect control; emergency procedures; financial analysis; stocking and pricing merchandise; maintaining facilities; plant care; plant arrangements; landscape design; wreaths and Christmas trees; signs; aquatic plants and animals; accident and insurance reports and claims; and consumer complaints. The following items are appended: glossary; lists of Illinois Occupational Skill Standards and Credentialing Council, Agriculture and Natural Resources Subcouncil, and Retail Garden Center Standards Development Committee members; Agriculture and Natural Resources Subcouncil Retail Garden Center Cluster Recognition Proposal; and a list of workplace skills. (KC)

Reproductions supplied by EDRS are the best that can be made
from the original document.

ED 443 033

ILLINOIS

OCCUPATIONAL SKILL STANDARDS

RETAIL GARDEN CENTER CLUSTER

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☒ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

D. L. Robinson

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

1

CE 080 491

2 BEST COPY AVAILABLE

ILLINOIS OCCUPATIONAL SKILL STANDARDS
RETAIL GARDEN CENTER CLUSTER

PROJECT STAFF

Agriculture and Natural Resources Subcouncil Chair

Sharon Schwarz
Schwarz Nursery

Agriculture and Natural Resources Subcouncil Liaisons

William Schreck
Principal Consultant
Illinois State Board of Education

Thomas Wiles
Principal Consultant
Illinois State Board of Education

Product Developer for Retail Garden Center Cluster Standards

James Ethridge, Ph.D.
Chairman, Agriculture Department
Joliet Junior College

AGENCY PARTNERS

Illinois State Board of Education
Illinois Community College Board
Illinois Board of Higher Education
Illinois Department of Commerce and Community Affairs
Illinois Department of Employment Security

ILLINOIS OCCUPATIONAL SKILL STANDARDS

RETAIL GARDEN CENTER CLUSTER

Endorsed for Illinois
by the
Illinois Occupational Skill Standards and Credentialing Council

MESSAGE TO ILLINOIS CITIZENS

Dear Citizens of Illinois:

Preparing youth and adults for entry into the workforce and the ability of individuals to contribute to society throughout their lives are critical to the economy of Illinois. Public and private interest in establishing national and state systems of industry-driven skill standards and credentials is growing in the United States, especially for occupations that require less than a four-year college degree. This interest stems from the understanding that the United States will increasingly compete internationally by increasing the skills and productivity of the front-line workforce. The major purpose of skill standards and credentialing systems is to promote education and training investment and ensure that this education and training enable students and workers to meet industry standards that are benchmarked to our major international competitors.

The Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) has been working with industry subcouncils, the Illinois State Board of Education and other partnering agencies to adopt, adapt and/or develop skill standards for high-demand occupations. This document represents the work of the Agriculture and Natural Resources Subcouncil and the associated standards development committee. Through this collaborative effort, skill standards products are being developed for a myriad of industries, occupational clusters and occupations. Upon completion of these products, there will be a period of feedback and comment from business, industry and labor representatives, as well as educators.

These documents will serve as guides to workforce preparation program providers to define content for their programs and to employers to establish the skills and standards necessary for job acquisition. These standards will also serve as a mechanism for communication among education, business, industry and labor.

We encourage you to review these standards and share your comments. This effort has involved a great many people from business, industry and labor. Comments regarding their usefulness in curriculum and assessment design, as well as your needs for inservice and technical assistance in their implementation, are critical to our efforts to move forward and improve the documents. A feedback instrument is included with this document.

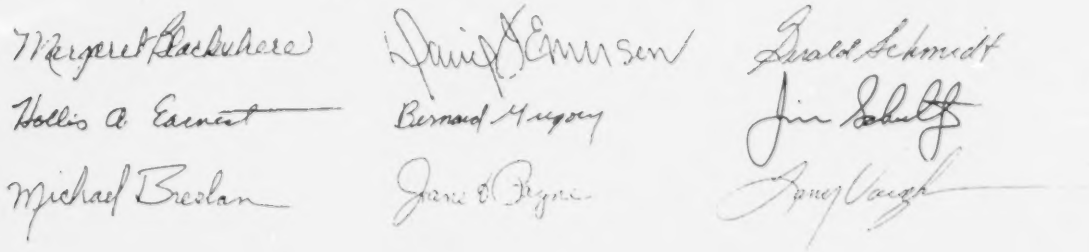
Questions concerning this document may be directed to:

William Schreck, Illinois State Board of Education (217/782-2826)
Thomas Wiles, Illinois State Board of Education (217/782-2826)
Darcy McGrath, Illinois Community College Board (dmcgrath@iccb.state.il.us)
Linda Lafferty, Illinois State Board of Education (llaffert@spr5.isbe.state.il.us)
Lyle Neumann, Illinois Department of Employment Security (lkneumann@aol.com)
Bud Johnston, Illinois Department of Commerce and Community Affairs (217-785-6210)
Dave Gallagher, Illinois Department of Commerce and Community Affairs (dgags@aol.com)

We look forward to your comments.

Sincerely,

The Members of the IOSSCC



THE ILLINOIS PERSPECTIVE

The Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) endorses occupational skill standards and credentialing systems for occupations that (a) require basic workplace skills and technical training, (b) provide a large number of jobs with either moderate or high earnings, and (c) provide career advancement opportunities to related occupations with moderate or high earnings. The nine-member Council was established by the Occupational Skill Standards Act (PA 87-1210). The council, representing business, industry and labor and working with the Illinois State Board of Education in partnership with the Illinois Community College Board, Illinois Board of Higher Education, Illinois Department of Employment Security and Illinois Department of Commerce and Community Affairs, has created a common vision for workforce development in Illinois.

Vision

It is the vision of the IOSSCC to develop a statewide system of industry-defined and recognized skill standards and credentials for all major skilled occupations providing strong employment and earnings opportunities in Illinois. Information related to occupational employment and earning opportunities is determined by the Illinois Occupational Information Coordinating Committee (IOICC) in cooperation with business and industry.

Subcouncils and Standards Development Committees

The Council developed industry subcouncils (representing all major industries in Illinois) to review, approve and promote occupational skill standards and credentialing systems. In cooperation with organizations such as the Illinois Chamber of Commerce, the Illinois AFL-CIO, the Illinois Manufacturers' Association and others, the Council established the first five subcouncils in 1995—Agriculture and Natural Resources, Manufacturing, Health and Social Services, Hospitality, and Business and Administrative/Information Services.

The remaining subcouncils include Applied Science and Engineering Services; Legal and Protective Services; Transportation, Distribution and Logistics; Educational Services; Financial Services; Marketing and Retail Trade; Communications; Construction; and Energy and Utilities.

The Standards Development Committees, composed of business, labor and education representatives, are experts in the related occupational cluster and work with the product developer to

- develop or validate occupational skill standards,
- identify related academic skills,
- develop or review assessment or credentialing approaches, and
- recommend endorsement of the standards and credentialing system to the industry subcouncil.

Expected Benefits for Employers, Educators, Students and Workers

Occupational skill standards and credentialing systems are being developed and promoted by the IOSSCC to improve Illinois' competitiveness. Such standards and credentialing systems provide a common language for employers, workers, students and education and training providers to communicate skill requirements and quality expectations for all major industry and occupational areas.

For Employers, skill standards will

- Improve employee recruitment and retention by more clearly identifying skill requirements,
- Encourage improved responsiveness and performance of education and training providers,
- Enlarge the pool of skilled workers,
- Focus attention on the importance of training investment.

For Education and Training Providers, skill standards will

- Provide information to all major industries and occupations,
- Contribute to program and curriculum development,
- Strengthen relationships between education and training providers,
- Improve career planning.

For Students and Workers, skill standards will

- Foster better decision making concerning careers and the training necessary to acquire well-paying jobs,
- Allow more effective communication with employers about what they know and can do,
- Allow more effective work with employers in career development and skill upgrading.

IOSSCC Requirements for Occupational Skill Standards

Any occupational skill standards and credentialing system seeking IOSSCC endorsement must

- represent an occupation or occupational cluster which meets the criteria for IOSSCC endorsement;
- address both content and performance standards for critical work functions and activities for an occupation or occupational area;
- ensure formal validation and endorsement by a representative group of employers and workers within an industry;
- provide for review, modification and revalidation by an industry group a minimum of once every five years;
- award credentials based on assessment approaches that are supported and endorsed by the industry and consistent with nationally recognized guide lines for validity and reliability;
- provide widespread access and information to the general public in Illinois;
- include marketing and promotion by the industry in cooperation with the partner state agencies.

Definitions and Endorsement Criteria

The definitions and endorsement criteria are designed to promote the integration of existing and future industry-recognized standards, as well as the integration of the Illinois academic and occupational skill standards. Because all skill standards must address the critical work functions and activities for an occupation or industry/occupational area, the Council further defined three major components:

- ***Conditions of Performance:*** The information, tools, equipment and other resources provided to a person for a work performance.
- ***Work to Be Performed:*** A description of the work to be performed by a person.
- ***Performance Criteria:*** The criteria used to determine the required level of performance. These criteria could include product characteristics (e.g., accuracy levels, appearance), process or procedural requirements (e.g., safety, standard professional procedures) and time and resource requirements. The IOSSCC also requires performance criteria to be further specified by detailed individual performance elements and assessment criteria.

The IOSSCC is currently working with the Illinois State Board of Education and other state agencies to integrate the occupational standards with the Illinois learning standards which describe what students should know and be able to do as a result of their education. The Council is also working to integrate workplace skills—problem solving, critical thinking, teamwork, etc.—with both the learning and occupational skill standards.

The Illinois Model

Illinois Occupational Skill Standards describe what people should know and be able to do and how well these skills and knowledge will be demonstrated in an occupational setting. They focus on the most critical work performances for an occupation or occupational area. As seen in the following model, Illinois Occupational Skill Standards contain at least these three areas:

- Performance Skill
- Skill Standard
- Performance Elements and Assessment Criteria

The following sections may also be included at the discretion of the specific standards development committee:

- Performance Area
- Assessment and Credentialing Approach

Illinois Occupational Skill Standards carry a coding at the top of each page identifying the state, fiscal year in which standards were endorsed, subcouncil abbreviation, cluster abbreviation and standard number. For example, the tenth skill standard in the Retail Garden Center Cluster, which has been developed by the Agriculture and Natural Resources Subcouncil, would carry the following coding: IL.97.ANR.RGC.10.

A model for Illinois Occupational Skill Standards showing the placement of the coding and providing a description of each area within a standard is contained on the following page.

SUMMARY OF WORK TO BE PERFORMED. SUMMARY IS BRIEF AND BEGINS WITH AN ACTION VERB.

IL. FY. SUBCOUNCIL. CLUSTER. STANDARD NO.

PERFORMANCE AREA

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Includes all information, tools, equipment and other resources provided to the learner for performing the work.

WORK TO BE PERFORMED

Provides an overview of the performance with the major elements or steps being described under Performance Elements and Assessment Criteria.

PERFORMANCE CRITERIA

Includes product characteristics (e.g., accuracy levels, appearance) and/or process or procedure requirements (e.g., safety requirements). Time limits are specified whenever possible.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

Statement of the major elements, components or steps of the overall performance and the assessment criteria for determining successful performance. Includes all major tasks, the knowledge to be demonstrated and specific assessment criteria.

ASSESSMENT AND CREDENTIALING APPROACH

Optional statement of suggested assessment approaches for the performance which also refers to existing assessment and credentialing systems.

DEVELOPMENTAL PROCESS

After studying current labor market information and taking into consideration that the retail garden center industry currently has a certification program in place, the Agriculture and Natural Resources Subcouncil recommended that the retail garden center industry be the third occupational area for which occupational skill standards would be developed. This cluster meets the criteria established by the Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) for occupational skill standards development, education and training requirements, employment opportunities, earnings potential and/or career opportunities. The careers identified in the retail garden center cluster begin with salesperson, stocker, plant and hardgood delivery, department supervisor, crew supervisor, retail garden center manager and eventually retail garden center business owner. A product developer knowledgeable about the retail garden center cluster occupations began the process of performance skill identification. Given the range within the several occupations and scope of a business, the initial charge for the product developer was to prepare an organizational framework that would address the major work performances in the workplace. This framework set the parameters for addressing the skill performances desired by the retail garden center industry.

Resources included job descriptions from The Dictionary of Occupational Titles and the retail garden center industry; competencies addressed in postsecondary educational programs; VETECS materials; Illinois task lists developed to form the basis of instructional content for secondary, postsecondary and adult occupational training programs. Certification tests, training manuals and teaching outlines from the Illinois Nurserymen's Association provided reinforcement for the direction given in the framework. The National Vocational Qualification Skill Performance Standards and Examinations for Horticulture from the United Kingdom were also used in determining framework and direction.

A standards development committee composed of workers at all levels within the retail garden center cluster was convened. The framework and initial outline of performance skill standards were developed, reviewed, revised and validated. During a two-day meeting, the framework was accepted and the outline of occupational skill standards finalized. Work was also completed on assessment criteria and credentialing in accordance with the direction established by the IOSSCC. The product developer submitted the draft occupational skill standards to the standards development committee for review and revision. The standards development committee met once again to review and approve the skill standards.

Performance elements and assessment criteria were developed using industry standards. The skill standards outline the specific criteria expected for evaluation in the workplace. Criteria are behavioral statements of skill standards. As such, they serve as an evaluation tool and workplace guide.

A set of occupational skill standards was provided to the Subcouncil. Comments submitted by members of the Subcouncil and those requested from other reviewers have been integrated into the final product. After approval; copies were distributed for further review by the retail garden center community. A letter of commitment from the Illinois Nurserymen's Association to distribute, publicize and periodically review and update the occupational skill standards has been received. The Illinois Nurserymen's Association will be the credentialing group.

ASSUMPTIONS FOR RETAIL GARDEN CENTER CLUSTER STANDARDS

Skill standards statements assume:

1. Workplace skills (employability skills) are expected of all employees, including those in the retail garden center industry. Those are not included with this set of occupational skill standards.

2. All skills are to be accomplished by a "work environment" check that would leave the site neat, clean and a safe place in which to live and work. This would comply with Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA) requirements and directives.

3. The rights of individuals will be known to the employees as part of their educational process and will be respected and expected as part of employment.

4. Employees will know and adhere to specific company policies and procedures of the work site. Policies and procedures may vary from company to company.

5. Certification conditions will be conducive to meeting standard of performance. Standard equipment in the retail garden center industry will be used. The equipment will be identified prior to the certification testing.

6. The range of plant and hardscape materials, soils and fertilizers will be defined in the certification system. The range of plant materials will include annuals, bulbs, perennials, vines, ground covers, trees, shrubs, evergreens, native forbes, grasses and water plants. Time elements will be outlined for the occupational skill standards at the certification testing and will result from experience and consideration of a panel who are members of the Illinois Nurserymen's Association.

7. Socialization skills needed for work are viewed in relation to the lifelong career experience and are not solely part of the initial educational experience.

8. The occupational skill standards are intended to reflect competencies at entry to the identified occupation.

9. Skills will progress from simple to the complex. Once a skill level has been successfully performed, it will be incorporated into more complex skills.

TABLE OF CONTENTS

Operate and Maintain Payment Point 1
Determine and Respond to Customer Requests and Needs 2
Plan, Set Up and Dismantle the Visual Presentation Areas 3
Merchandise Products and Services 4
Close the Sale 5
Select, Operate and Maintain Retail Garden Center Tools and Equipment 6
Maintain a Clean Work Environment 7
Receive, Unpack and Place Incoming Merchandise into Storage 8
Display, Install and Maintain Plants in the Homeowner's Landscape and in the Garden Center 9
Analyze, Interpret and Enhance Soil Media Fertility 11
Conserve Material and Dispose of Waste and Recyclables 12
Plan and Manage Work Schedules in the Retail Garden Center 13
Follow Suspected Theft Procedures 14
Prepare Hardgoods and Plants for Delivery 15
Transport and Deliver Merchandise 16
Answer Customer Questions about Plant Materials and Their Sensitivities 18
Address Customer Questions and Inquiries about Plant Characteristics, Planting and Maintenance 19
Control Weeds, Pests, Insects, Diseases, Moss and Plant Disorders 20
Follow Relevant Procedures in Case of an Emergency 21
Monitor, Manage and Analyze the Financial Performance of the Retail Garden Center 22
Stock and Price Merchandise 23
Maintain Physical Plant Facilities 24
Plant and Care for Potted, Balled and Burlapped Plants 25
Design, Monitor and Assemble Planters and Arrangements 26
Plan, Sketch and Price a Landscape Design 28
Prepare and Condition Fresh Wreaths and Flocked Christmas Trees 29
Inspect, Post and Make Signs 30
Maintain Aquatic Facilities, Plants and Related Animals 31
Prepare and Submit Accident and Insurance Reports and Claims 32
Handle and Process Consumer Complaints 33

PERFORMANCE SKILL LEVELS

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Parking Lot Attendant		●		●	●	●	●				●		●						●			●							●	
Delivery Person	●	●		●	●	●	●	●			●		●	●	●				●			●							●	●
Stock Person		●	●	●		●	●	●	●	●	●		●	●					●		●	●		●		●			●	
Salesperson	●	●	●	●	●	●	●	●	●		●		●			●	●	●	●		●	●	●	●	●		●	●	●
Hardgoods & Gifts Mgr.	●	●	●	●	●	●	●	●	●		●	●	●	●	●				●	●	●	●					●		●	●
Indoor Plant Mgr.	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●
Outdoor Plant Mgr.	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●
Garden Center Mgr.	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

1. Operate and Maintain Payment Point.
2. Determine and Respond to Customer Requests and Needs.
3. Plan, Set Up and Dismantle the Visual Presentation Areas.
4. Merchandise Products and Services.
5. Close the Sale.
6. Select, Operate and Maintain Retail Garden Center Tools and Equipment.
7. Maintain a Clean Work Environment.
8. Receive, Unpack and Place Incoming Merchandise into Storage.
9. Display, Install and Maintain Plants in the Homeowner's Landscape and in the Garden Center.
10. Analyze, Interpret and Enhance Soil Media Fertility.
11. Conserve Material and Dispose of Waste and Recyclables.
12. Plan and Manage Work Schedules in the Retail Garden Center.
13. Follow Suspected Theft Procedures.
14. Prepare Hardgoods and Plants for Delivery.
15. Transport and Deliver Merchandise.
16. Answer Customer Questions about Plant Materials and Their Sensitivities.
17. Address Customer Questions and Inquiries about Plant Characteristics, Planting and Maintenance.
18. Control Weeds, Pests, Insects, Diseases, Moss and Plant Disorders.
19. Follow Relevant Procedures in Case of an Emergency.
20. Monitor, Manage and Analyze the Financial Performance of the Retail Garden Center.
21. Stock and Price Merchandise.
22. Maintain Physical Plant Facilities.
23. Plant and Care for Potted, Balled and Burlapped Plants.
24. Design, Monitor and Assemble Planters and Arrangements.
25. Plan, Sketch and Price a Landscape Design.
26. Prepare and Condition Fresh Wreaths and Flocked Christmas Trees.
27. Inspect, Post and Make Signs.
28. Maintain Aquatic Facilities, Plants and Related Animals.
29. Prepare and Submit Accident and Insurance Reports and Claims.
30. Handle and Process Consumer Complaints.

● *Bullets shown on the matrix identify the skill standards (by number) which are needed for each listed occupation.*

OPERATE AND MAINTAIN PAYMENT POINT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company policies and procedures and the following equipment and materials:

Payment point register
Payment point materials and supplies
Money in assorted types and quantities

WORK TO BE PERFORMED

Open, close and maintain the payment point register.

PERFORMANCE CRITERIA

The payment point is opened, closed and maintained according to company procedures, and customers are informed of any delays in the payment point operation.

One to two minutes will be given to complete a cash sale.

One to three minutes will be given to complete a credit card sale.

Two to five minutes will be given to complete a cash deposit to the vault or safe.

Three to five minutes will be given to open the cash register for worker's shift.

Five to ten minutes will be given to close the cash register for worker's shift.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Equipment, materials and supplies are maintained at the payment point according to company procedures.
2. Payment point is opened, closed and maintained according to company procedures.
3. The correct money is placed in the payment point register prior to business hours and is maintained in the required quantities during business hours.
4. Payment point contents are made available for authorized collection according to company procedure.
5. The customer is informed politely and promptly of any delay in the payment point operation.

DETERMINE AND RESPOND TO CUSTOMER REQUESTS AND NEEDS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company policies and procedures and standard garden center equipment and materials including:

Reference materials on products, services and price listings
Product/service availability information
Plants
Soils (media and artificial soil medias)
Fertilizer (organic and inorganic)
Other merchandise and equipment (dried flowers, fresh flowers, planters, vases, cutting tools)

WORK TO BE PERFORMED

Establish contact with customers. Determine and respond to customer requests, complaints and needs including information requests on foliage and flowering plants; plant anatomy, physiology, propagation and blooming schedules; soil and fertilization needs and common problems.

PERFORMANCE CRITERIA

Customers are contacted according to company policies and procedures. Customer requirements are correctly identified. The appropriate merchandise and/or service is identified and effectively explained along with price, availability and delivery information.

Five to ten minutes will be given to listen to the customer's question or complaint and then to respond to it.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Contact is made according to company policies and procedures.
2. Appropriate forms of greeting etiquette are used in establishing and maintaining customer contact.
3. Customer requests, complaints and needs are properly identified through listening and asking questions.
4. The appropriate services are offered and effectively explained (demonstrating understanding of the full range of services), and the appropriate referrals are made when necessary.
5. The appropriate products are offered and effectively explained demonstrating understanding of the full range of products including foliage and flowering plants, plant anatomy and physiology, propagation and blooming schedules, soil and fertilization needs and common problems.
6. Customers are directed or escorted to the appropriate person when customer requirements are outside worker's area of responsibility.
7. Customers are informed of alternatives when the appropriate merchandise or service is not available according to company policies.

PLAN, SET UP AND DISMANTLE THE VISUAL PRESENTATION AREAS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company policies and procedures and the following equipment and materials:

Merchandise
Tools and equipment
Display fixtures

WORK TO BE PERFORMED

Plan, set up and dismantle visual presentation areas.

PERFORMANCE CRITERIA

The visual display area is planned, set up and dismantled according to company procedures with appropriate merchandise, equipment and fixtures.

One to two hours will be given to complete a plan for the visual presentation area.

One to three hours will be given to set up the visual presentation area.

Thirty minutes to one hour will be given to dismantle the presentation area.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. The requirements for merchandise are identified from the design plan and their availability established correctly.
2. Shortfalls in equipment or merchandise and other problems are identified correctly and corrective action is taken.
3. Merchandise location and design are in accordance with instruction, current practice or current policy.
4. The display fixtures and equipment are selected and erected to the correct specification and load-bearing capacity.
5. Excess display fixtures, construction materials and tools are returned to storage.
6. The display is set up and dismantled safely and efficiently with minimum inconvenience to customers and associates.
7. The finished display is clean and free from hazards after construction.
8. The finished display is visually appealing to the customer.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company policies and procedures and the following materials:

Merchandise and services available and price listings
Merchandise labels
Manuals
Information leaflets

WORK TO BE PERFORMED

Present and demonstrate merchandise and services and explain after-care or guarantees and the purchasing and delivery process.

PERFORMANCE CRITERIA

Merchandise and services are accurately and effectively presented, explained and demonstrated; and after-care, guarantees and purchasing and delivery information is accurately and effectively presented and explained.

Three to ten minutes will be given to demonstrate a product or service.

Three to five minutes will be given to answer questions about the product or service.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Merchandise and services are presented, explained and demonstrated safely and correctly.
2. Features and benefits of selected merchandise or services as well as proper and safe usage after purchase are described clearly, correctly and concisely.
3. Suitable alternative merchandise and services are suggested where appropriate.
4. Customer objections and questions are correctly identified and solutions offered politely.
5. Opportunities for making additional sales are recognized and correctly acted upon according to company policies.
6. Necessary information regarding after-care or guarantee is correctly and accurately communicated to the customer.
7. Signage conveys appropriate and accurate information.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company policies and procedures and the following materials:

Merchandise and services available and price listings
Order/transaction documents and forms
Delivery schedule
After-care and warranty information

WORK TO BE PERFORMED

Close the sale, process orders/documents and provide appropriate after-sale services.

PERFORMANCE CRITERIA

The sale is confirmed and completed with the customer, and ordering/transaction documents and forms are accurately completed. After-sale services are explained and provided as needed.

One to three minutes will be given to review the sale with the customer.

One to three minutes will be given to complete the transaction documents.

One to three minutes will be given to complete the delivery services and the guarantee review.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. The sale is verbally reviewed and confirmed with the customer.
2. Transaction documents are completed accurately, clearly and legibly, and appropriate authorization is obtained.
3. Orders are accurately, clearly and legibly recorded on appropriate documents/equipment.
4. Orders are accurately relayed/processed.
5. Appropriate assistance is offered in transporting purchases.
6. Delivery requirements are confirmed and scheduled where appropriate.
7. After-sale services and care instructions are reviewed and verified.

SELECT, OPERATE AND MAINTAIN RETAIL GARDEN CENTER TOOLS AND EQUIPMENT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures and the following equipment and materials:

- Sprayers
- Fertilizer applicators
- Tractors (with front-end loaders and/or scrapers)
- Rototillers
- Chain saws
- Tree spades
- Edgers
- Pruners
- Loppers
- Trimmers
- Aerators
- Riding and walking lawn mowers (21- and 36-inch)
- Electrical tools
- Two-cycle engine equipment
- Soil mixers and sterilizers
- Fertilizers
- Plants
- Hardgoods
- Hydromat
- Bobcat
- Forklift
- Pallet jack

WORK TO BE PERFORMED

Identify, calibrate, operate and maintain tools and equipment.

PERFORMANCE CRITERIA

The retail garden center equipment is properly identified and safely calibrated, operated and maintained according to equipment manuals and company procedures. All equipment is properly cleaned and stored after use. All operating and maintenance forms and records are correctly completed.

Three to ten minutes will be given to complete the safety review of the pallet jack.

Three to five minutes will be given for the calibration of the pallet jack.

Thirty minutes to two hours will be given to complete the project with the tool or piece of equipment.

Two to five minutes will be given to complete the maintenance records on the tool or piece of equipment.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Garden center equipment is properly and safely operated according to equipment manuals and company procedures.
2. Garden center equipment is properly inspected, calibrated and maintained according to equipment manuals and company procedures.
3. Hazardous and dangerous materials are identified (Material Safety Data Sheets - MSDS), handled and stored.
4. Work sites are properly cleaned after use of equipment.
5. Equipment is properly cleaned and stored.
6. Maintenance records are maintained and securely filed.

MAINTAIN A CLEAN WORK ENVIRONMENT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company housekeeping procedures and schedules and the following equipment and materials:

Cleaning equipment and materials
Protective clothing
Disposal equipment/containers

WORK TO BE PERFORMED

Carry out housekeeping (maintenance and cleaning) activities according to company procedures and schedules and Occupational Safety and Health Administration (OSHA) regulations.

PERFORMANCE CRITERIA

Housekeeping activities are carried out according to company procedures and schedules through the proper and safe use of all maintenance and cleaning equipment and materials and protective clothing.

Ten to 20 minutes will be given to determine if the work environment is clean and safe.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Maintenance and cleaning activities are carried out according to company procedures and schedules and Occupational Safety and Health Administration (OSHA) regulations.
2. Maintenance and cleaning/disposal equipment and protective clothing are used properly and safely.
3. Hazardous and dangerous materials are properly handled and disposed of in proper containers and areas.
4. Work areas are clean and functional according to company standards.

RECEIVE, UNPACK AND PLACE INCOMING MERCHANDISE INTO STORAGE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Landscape materials (hardscape and plant materials, tools and equipment)
Shipping/freight forms
Company inventory and storage forms
Quality control procedures

WORK TO BE PERFORMED

Receive, unload, unpack, record and properly store incoming inventory according to company procedure.

PERFORMANCE CRITERIA

Incoming merchandise is properly received, unloaded and stored without damage. All shipping and inventory forms are correctly completed and filed.

Two to four hours will be given to unload a transport van and place the merchandise into storage.

Thirty minutes to two hours will be given to check the inventory of incoming merchandise.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Incoming merchandise is received, safely unloaded, unpacked and checked for quantity, type and quality without damage to materials and placed in the proper location and space according to company procedures.
2. Packing materials are removed and disposed of promptly and correctly.
3. All incoming materials are correctly identified, counted and matched to purchase order shipping forms.
4. Product quality is preserved and protected by using correct handling techniques.
5. Discrepancies/damaged and poor-quality merchandise is set aside for further processing.
6. Merchandise is placed in the correct location and storage facility and in the amount of space required.
7. The receiving process is carried out safely, securely and hygienically with a minimum of disruption.
8. The proper tools, equipment and clothing are used safely to unload and unpack merchandise and are returned to the correct location after use.
9. Freight/shipping/receiving and inventory forms are correctly completed with no errors and are properly filed.

DISPLAY, INSTALL AND MAINTAIN PLANTS IN THE HOMEOWNER'S LANDSCAPE AND IN THE GARDEN CENTER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures, management plans, tools and equipment and the following materials:

- Planting plan
- Trees
- Shrubs
- Ground covers
- Vines
- Bulbs
- Seeds
- Sod
- Annuals
- Perennials
- Edging
- Mulch
- Watering tools and equipment
- Staking
- Calculations, time and report criteria

WORK TO BE PERFORMED

Install and maintain plants in the garden center and in the homeowner's landscape with a crew.

PERFORMANCE CRITERIA

Reading, interpreting and following a planting plan will be accomplished with appropriate tools and equipment. Plants will be staked, planted, edged, mulched, pruned, fertilized and watered. Cultural and pest problems will be diagnosed and corrected. The area will be cleaned up after work is completed.

Thirty minutes to two hours will be given to the project of maintaining plants within the garden center display area.

Thirty minutes to four hours will be given to the project of displaying plants in the garden center display area.

Thirty minutes to one hour will be given to the project of planting, staking and watering a 2-inch diameter tree in a 25-gallon container.

Thirty minutes to four hours will be given to the project of displaying, installing and maintaining herbaceous plants in the landscape.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Garden center will be cleaned of all litter, weeds and leaves.
2. Cultural problems will be identified and corrected.
3. Soil media is correctly measured and the proper fertilizer applied.
4. Plant materials are properly staked, pruned, cleaned, edged, mulched, watered and fertilized according to the planting plan and company guidelines.
5. Equipment and tools are properly selected, used, operated and maintained according to equipment manuals and company procedures.

6. Garden center crew is organized, supervised and used to ensure proper and efficient installation according to the plan and budget.
7. Proper water schedule and procedures are observed.
8. The worksite is cleaned properly after completion of work.

ANALYZE, INTERPRET AND ENHANCE SOIL MEDIA FERTILITY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Soil application area
Soil sampling procedures and techniques
Fertilization application procedures and timings
Fertilizer application equipment

WORK TO BE PERFORMED

Conduct and interpret a soil test, make recommendations and apply fertilizers in the correct amounts to a designated application area.

PERFORMANCE CRITERIA

The soil is accurately sampled and analyzed, and the correct fertilizer is applied in the appropriate amounts.

Ten to thirty minutes will be given to take a soil sample.

Thirty minutes to one hour will be given to complete a soil test.

Fifteen to 45 minutes will be given to interpret a soil test.

Thirty minutes to one hour will be given to take notes and change as necessary the fertilization process to enhance plant growth.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. The soil sample is taken according to stated procedures.
2. The soil test is correctly conducted according to stated procedures.
3. The correct recommendations are made based on the test results.
4. The proper fertilizer is applied to the application area in the correct amounts.
5. The fertilizer application is calibrated correctly to application equipment.
6. The fertilizer is applied through the proper and safe use of application equipment.

CONSERVE MATERIAL AND DISPOSE OF WASTE AND RECYCLABLES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Materials to be used in the garden center
Waste
Recyclables
Waste processing equipment for chemical spills, organic waste, pesticides and aerosol cans

WORK TO BE PERFORMED

Conserve materials and dispose of waste and recyclables in accordance with Occupational Safety and Health Administration (OSHA) regulations.

PERFORMANCE CRITERIA

Waste is kept to a minimum according to company policy. Waste and recyclables are handled, removed and stored correctly through the proper use of equipment and containers.

Fifteen to 30 minutes will be given to collecting, moving and composting a 30-gallon container of organic waste.

Thirty minutes to one hour will be given to collecting and composting a wagon-load of organic waste.

Ten to 30 minutes will be given to collecting and disposing of pesticide containers.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Waste and recyclables are handled correctly according to their characteristics.
2. Waste and recyclables are promptly removed and stored in the correct location as they are generated.
3. Equipment used for processing and containing waste and recyclables is operated safely and is cleaned and returned to its correct location.

PLAN AND MANAGE WORK SCHEDULES IN THE RETAIL GARDEN CENTER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Job work orders and reporting information
Time sheets and job records forms
Crew work schedules

WORK TO BE PERFORMED

Plan, adjust and maintain daily work schedules.

Maintain and file information on project costs and completion times.

PERFORMANCE CRITERIA

Work plans and schedules result in the efficient utilization of crew and equipment, and all records are complete and accurate.

Fifteen to 45 minutes will be given to determine the work schedule (including the weekend) for five people.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Work schedules are accurate and provide the most efficient utilization of crew and equipment.
2. Work schedules are maintained according to plan.
3. Work records are complete and accurate.
4. Hire, evaluate and release employees.

FOLLOW SUSPECTED THEFT PROCEDURES.

IL.97.ANR.RGC.13

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given:

Company policies and procedures
Suspected theft situation

WORK TO BE PERFORMED

Follow company policies and procedures for observed/suspected thefts.

PERFORMANCE CRITERIA

Evidence of suspected theft is properly identified and reported, and proper actions are taken according to company policies and procedures. One to two minutes will be given to report a suspected theft.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Evidence of suspected theft is correctly identified and reported according to company policies/procedures.
2. Suspected theft situations outside own responsibilities are correctly reported to the designated person(s).
3. Proper actions are taken for suspected theft situations within own responsibilities according to company policies and procedures.

PREPARE HARDGOODS AND PLANTS FOR DELIVERY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Wrapping, packaging and tarping
Water
Plants
Workbench
Delivery destinations
Decorative wraps

WORK TO BE PERFORMED

Prepare hardgoods and plants for delivery.

PERFORMANCE CRITERIA

Plants and hardgoods are properly prepared for delivery according to customer and company requirements and specifications.

Two to ten minutes will be given to record a sale for delivery.

Twenty minutes to two hours will be given to make arrangements for delivery.

Fifteen minutes to one hour will be given to tarp a transport vehicle.

Five to 30 minutes will be given to determine a delivery route.

Forty-five minutes to two hours will be given to load and secure hardgoods and plants on a five-ton flatbed truck.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Information is recorded accurately on company and customer requirements and specifications for preparation for delivery.
2. Product wrappings and ancillary items are selected to conform to specification and requirements.
3. Appropriate tools are selected and used safely.
4. Problems in carrying out the instructions are identified and reported and clarification is obtained.
5. The product is prepared according to specifications and with minimum wastage.
6. The product conforms to specified requirements.
7. The product can be transported easily, safely and without collapsing.
8. The work area is clean and free of hazardous materials, and unused materials and cleaning equipment are returned to their designated locations.

TRANSPORT AND DELIVER MERCHANDISE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company delivery and return policies and procedures and the following equipment and materials:

Delivery schedule
Plants and materials
Vehicle registration and insurance identification
Illinois driver's license/Commercial Driver's License (CDL)
Delivery vehicle
Maps

WORK TO BE PERFORMED

Transport and deliver plants and materials to customers according to delivery schedule.

PERFORMANCE CRITERIA

Plants and materials are properly loaded and secured for transport. Delivery destinations are identified, and plants and materials are transported in most efficient manner according to delivery schedule. Products are unloaded, inspected and professionally presented to customers.

Twenty to 45 minutes will be given to determine and record the product(s) that were delivered and found to be in good condition.

Ten to 20 minutes will be given to check the delivery vehicle for safety defects before leaving on delivery.

One to five minutes will be given to determine that the items were delivered to the correct address.

One to three minutes will be given to complete the project of securing a signature for delivery.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Plants and materials are properly and safely loaded onto vehicles, and plants and materials are secured and packed for successful delivery with no damage.
2. Maps are read, and the proper delivery designations are located.
3. Deliveries are planned, and plants and materials are transported to destinations by the most efficient route and in a timely manner according to the delivery schedule.
4. Plants and materials are properly and safely unloaded from vehicles and checked for damage.
5. Plants and materials are placed at the customer's designation according to customer requirements.

6. Customer is properly greeted, and plants and materials are professionally presented to the customer for inspection.
7. Plants and materials are replaced if damaged or do not meet customer standards according to company return policies.
8. A signed document of delivery is obtained without customer complaint.
9. The appropriate company policy pertaining to payment has been addressed.
10. The delivery vehicle is properly maintained according to company policies and procedures; and proper licenses, registrations and insurance is maintained and verified to operate the company vehicle.

ANSWER CUSTOMER QUESTIONS ABOUT PLANT MATERIALS AND THEIR SENSITIVITIES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Annuals
- Bulbs
- Perennials
- Vines
- Ground covers
- Trees
- Shrubs
- Evergreens
- Native forbes
- Grasses
- Water plants
- Insects
- Weeds
- Performance schedule

WORK TO BE PERFORMED

Answer customer inquiries by identifying a plant, recommending a variety and making recommendations on caring for the plant.

PERFORMANCE CRITERIA

Identify the plant materials and have an understanding about each of their sensitivities. Identify pest and cultural problems and have an understanding of how to correct them.

Two to ten minutes will be given to answer each question the customer asks.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Recommend different varieties of annuals, bulbs, perennials, vines, ground covers, trees, shrubs, evergreens, native forbes, grasses and water plants and their sensitivities based on customer needs.
2. Potential cultural problems, insects, diseases and weeds are identified and described in answer to customer inquiries.
3. Appropriate recommendations are made to the customer for cultural, biological and/or chemical control.
4. Questions not answered are referred to the appropriate supervisor.

ANSWER CUSTOMER QUESTIONS AND INQUIRIES ABOUT PLANT CHARACTERISTICS, PLANTING AND MAINTENANCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given customer questions about the characteristics, planting and maintenance of the following equipment and materials:

- Annuals
- Bulbs
- Perennials
- Vines
- Ground covers
- Trees
- Shrubs
- Evergreens
- Native forbes
- Grasses
- Water plants
- Stems
- Roots
- Leaves
- Florets
- Insects
- Weeds

WORK TO BE PERFORMED

Identify plant parts for the customer and explain plant anatomy and physiology and proper planting and maintenance.

PERFORMANCE CRITERIA

Plant is identified by common scientific name and family. Any cultural problems are identified and diagnosed. The plant processes and parts are identified and explained, and proper planting and maintenance is explained.

Five to ten minutes will be given to complete this activity.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Plant materials are properly identified and described including plant scientific name and family and plant anatomy and physiology.
2. Planting and maintenance instructions are properly described.
3. Potential cultural problems, insects, diseases and weeds are properly explained.

CONTROL WEEDS, PESTS, INSECTS, DISEASES, MOSS AND PLANT DISORDERS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given instruction on company procedures and the following:

- Pesticide license (must be 18 years of age)
- Performance schedules
- Sprayers
- Tractors
- Pesticide equipment
- Weeds
- Pests
- Diseases
- Insects
- Moss
- Plants
- Material Safety Data Sheets (MSDS)

WORK TO BE PERFORMED

Identify the cultural problem, recommend a control program and implement an approved program.

PERFORMANCE CRITERIA

Cultural problems are properly diagnosed, the proper control program is recommended and proper action is taken. Sprayers, tractors and other pesticide equipment are properly operated, calibrated and maintained to eliminate diseases, insects, moss or weeds.

Ten to 40 minutes will be given to scout a homeowner's landscape and determine what pests and disorders exist.

Five to 30 minutes will be given to select an appropriate control measure.

Five to 20 minutes will be given to calculate the recommended amount of chemical(s) to be applied.

Fifteen to 45 minutes will be given to apply the correct control measure to pest(s) identified and correct the problem(s) causing the physiological problem(s).

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Cultural problems, diseases, insects, moss and weeds are properly identified and diagnosed.
2. The proper control program is recommended considering economic thresholds.
3. Weeds, pests, diseases, insects, moss and plant disorders are properly controlled through pesticide application and alternative cultural controls.
4. Hazardous or dangerous substances are properly handled and disposed of, and proper records are maintained.
5. Sprayers, tractors and other pesticide equipment are properly operated, calibrated, maintained and stored.
6. Occupational Safety and Health Administration (OSHA) policies and procedures are followed.
7. Appropriate pesticide licenses are obtained prior to chemical application.

FOLLOW RELEVANT PROCEDURES IN CASE OF AN EMERGENCY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures and the following equipment and materials:

Accident reports
First aid kit
Fire extinguisher
Cardiopulmonary Resuscitation (CPR) certification
Guidelines on Industrial First Aid Certification
Occupational Safety and Health Administration (OSHA) regulations

WORK TO BE PERFORMED

Follow company policies and procedures in an accident, emergency or natural disaster and complete all required reports.

PERFORMANCE CRITERIA

Knowledge of tornado and fire evacuation procedures are demonstrated. First aid kits and fire exits can be located. CPR and use of a fire extinguisher are demonstrated.

Immediately to one minute will be given to initiate CPR.

Immediately to one minute will be given to locate safety equipment.

Thirty minutes to two hours will be given to complete safety reports for the emergency.

One to ten hours will be given to clean up a chemical spill.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. First aid kits, fire extinguishers, evacuation and CPR procedures are properly used and demonstrated in an accident or natural disaster according to company policies and procedures.
2. All accident reports are correctly and properly completed and filed with designated persons.
3. Chemical spills are cleaned up correctly.
4. Telephone calls concerning injection of hazardous plants or materials are referred to the nearest poison control center.

MONITOR, MANAGE AND ANALYZE THE FINANCIAL PERFORMANCE OF THE RETAIL GARDEN CENTER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following company information and materials:

Company policies and procedures for project proposals
Company information on materials, labor and equipment costs/prices
Company procedures and forms for recording material, labor and equipment utilization
Retail garden center budget
Company revenue and cost data on project(s)
Market information

WORK TO BE PERFORMED

Monitor, manage and analyze material, labor and equipment utilization to ensure efficient resource utilization and the profitability of the retail garden center. Recommend strategies to improve resource utilization and profitability.

Thirty minutes to five hours will be given to complete a financial review of the retail garden center records.

Thirty minutes to two hours will be given to complete an analysis of the costs of a retail garden center end cap design and make change recommendations.

Thirty minutes to two hours will be given to complete the installation of an end cap sales presentation and of managing the labor for the installation.

PERFORMANCE CRITERIA

The garden center costs are properly monitored and recorded and the project is completed on schedule and within budget. Resource utilization problems are identified and analyzed and appropriate strategies are recommended to improve resource utilization and increase profitability.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Garden center resource utilization is monitored and properly recorded according to company policies and procedures.
2. Garden center activities are completed on schedule and within budget.
3. Garden center costs (e.g. materials, labor, equipment) are analyzed, problems identified and appropriate strategies are proposed for improving resource utilization and profitability.

STOCK AND PRICE MERCHANDISE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company policies and procedures and the following equipment and materials:

Labels
Merchandise
Tools and equipment

WORK TO BE PERFORMED

Stock, price and label merchandise.

PERFORMANCE CRITERIA

Merchandise is correctly and efficiently labeled and stocked according to company procedures, and the display area is left clean and free from hazards.

Fifteen minutes to three hours will be given to complete the stocking and pricing of a specific quantity of merchandise.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. The correct types of labels and labeling equipment are used.
2. The correct label and types and quantity of merchandise is selected.
3. Signage is placed on the merchandise correctly and with correct information.
4. The labels are placed in the correct location and are clearly visible and secure.
5. The merchandise is examined, and unsuitable items are rejected and processed correctly.
6. Merchandise is located on display in accordance with the layout and load-carrying limitations.
7. Merchandise quality is preserved and protected by using the correct handling techniques.
8. The display and the display area are left clean and free from hazards.
9. Excess merchandise, materials, tools and equipment are returned to the correct location.
10. Merchandise rotation procedures are correctly applied.
11. Safe lifting and carrying techniques are applied in the handling and stocking of merchandise.

MAINTAIN PHYSICAL PLANT FACILITIES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures and the following facilities, services, equipment and materials:

- Storage room
- Retail indoor area
- Chemical area
- Outdoor retail sales area
- Parking lot
- Delivery dock
- Greenhouse
- Shade house
- Vehicles on the facility site
- Electricity
- Water
- Gas
- Drainage

WORK TO BE PERFORMED

Identify and maintain services and facilities.

PERFORMANCE CRITERIA

The facilities are properly identified and are properly and safely maintained according to local building and service codes and company procedures. All facilities are properly cleaned and maintained after use. All maintenance forms and records are correctly completed. Hazardous substances are labeled and are placed in a designated area in the facility.

One to four hours will be given to complete maintenance on an identified area of the facility.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Facilities are properly maintained according to equipment manuals and company procedures.
2. Facilities are properly inspected, cleaned and maintained according to facility manuals and company procedures.
3. Hazardous and dangerous facilities are identified.
4. Work site facilities are cleaned after use.
5. Equipment is properly stored in the facility.
6. Maintenance records are properly maintained on the facility.

PLANT AND CARE FOR POTTED, BALLED AND BURLAPPED PLANTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures and the following equipment and materials:

Plants from plugs, liners or bare root stock
Reference materials on plants and their care
Containers

WORK TO BE PERFORMED

Plant and maintain potted plants and planters by monitoring plants and environmental conditions and addressing poor plant condition due to insects, disease and poor culture.

PERFORMANCE CRITERIA

Merchandise planted material. Monitor, maintain and identify signs of poor condition. Correctly identify problems, and take appropriate actions according to reference materials and company procedures.

Fifteen seconds to one minute will be given to transplanting a plant from a four-inch pot into a larger pot.

One to two hours will be given for the planting of a two-inch diameter balled and burlapped tree.

Thirty minutes to one hour will be given for the planting of a 24-inch tall balled and burlapped shrub.

Fifteen to 30 minutes will be given for the planting of 1 flat of annual flowers (36 plants) in a prepared bed.

Ten to 20 minutes will be given for the watering of a 50-square-foot bed of annuals.

Three to five minutes will be given for the fertilization of 100 square feet of annual flowers.

Fifteen to 30 minutes will be given for the mulching of 100 square feet of woody plant materials.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Relevant information and product care requirements are obtained from relevant reference materials.
2. The merchandise is properly maintained and placed in a suitable environment (i.e., temperature, light, space, water) according to the plant's requirements.
3. The merchandise is monitored, and the need for maintenance and signs of poor condition are correctly identified.
4. Relevant persons are informed of signs of poor condition, and the correct actions are taken.

DESIGN, MONITOR AND ASSEMBLE PLANTERS AND ARRANGEMENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following materials and designs to complete:

Plants (flowers and foliage; fresh, preserved, dried, fabric)
Soils and fertilizers (media and soilless media)
Workbench
Decorative wraps
Containers
Designs: bouquets, wreaths and other stipulated designs

WORK TO BE PERFORMED

Plant arrangements and assembled materials are completed in accordance with design principles and practice. Monitor, assemble and prepare the designs for delivery.

PERFORMANCE CRITERIA

Planters are planned and assembled in accordance with design principles and practices with minimum wastage and the protection of the quality and salability of materials.

Twenty to 40 minutes will be given to design a planter combination for a 24-inch diameter planter.

One to two hours will be given for the construction of two 24-inch planters by hand.

Five to 15 minutes will be given to monitor and water thirty 24-inch planters by hand.

Fifteen minutes to one hour will be given to monitor and water 25 two-inch caliper balled and burlapped trees.

Thirty minutes to one hour will be given to monitor and water 400 four-inch geraniums on a sunny day when wilt has been reached.

Fifteen to 45 minutes will be given to water 1,000 flats (1 X 2 feet each) with an automated watering system.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Proper design is developed considering lasting qualities and availability of materials, maintenance and situation requirements.
2. Materials are prepared and assembled according to design requirements and with minimum wastage.
3. Quality of materials is preserved, monitored and protected during the process.

4. Appropriate tools and equipment are selected and used properly to safely assemble the planter arrangements according to safe work practices, and chemicals are used according to Occupational Safety and Health Administration (OSHA) regulations.
5. Decorative wraps are correctly applied to the container as the finished product.
6. The planter design and arrangement is consistent with design requirements and with the principles of design such as proportions, balance, color combinations, harmonies, rhythm, line, form and texture.
7. The planter design and arrangement is constructed for easy and safe transportation without risk of collapsing.
8. The work area is cleared and cleaned according to working practices.
9. Cleaning equipment and unused materials are returned to their designated locations.

PLAN, SKETCH AND PRICE A LANDSCAPE DESIGN.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given customer requirements, budget and the following equipment and materials:

Pricing schedules for plants, hardscape materials and services available
Pencil and pad
Plant materials available in the garden center or readily available
Reference materials on basic garden design
Customer ideas and needs

WORK TO BE PERFORMED

Estimate the landscape area; calculate, sketch and price the design; and present the design and plan to the customer.

PERFORMANCE CRITERIA

The landscape area is estimated. The sketch contains all customer requirements and meets budget constraints. The sketch contains properly suited plant materials. The sketch is priced and explained to the customer.

Ten to 40 minutes will be given to plan a design.

Ten to 20 minutes will be given to sketch a design.

Fifteen to 30 minutes will be given to price a design.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. The sketch of the landscape is correctly recommended based on customer's estimates.
2. The landscape area is sketched for the development of the plan.
3. The sketch correctly includes all major customer requirements and budget.
4. The sketch contains appropriate plants and materials.
5. The sketch is correctly priced according to company procedures and rates.
6. The sketch is effectively explained to the customer.
7. The sketch is completed within company time guidelines.
8. Designs needing more than a sketch will be appropriately referred to a landscape designer.

PREPARE AND CONDITION FRESH WREATHS AND FLOCKED CHRISTMAS TREES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Trees to be flocked (covered with snow-like material)
Wreaths to be prepared and assembled
Tools and equipment
Preservatives
Floral chemicals and treatments
Decorative materials
Criteria of designs to be completed
Containers

WORK TO BE PERFORMED

Cut and flock plant materials. Cut and prepare materials for wreath construction. Construct and design holiday wreaths or other designs.

PERFORMANCE CRITERIA

Fresh materials are properly cut, cleaned, conditioned and stored in proper containers and are properly monitored for maintenance. Poor conditions are correctly identified and proper actions are taken.

Thirty minutes to one hour will be given to make a 24-inch wreath by hand.

Ten to 20 minutes will be given to make a 24-inch wreath by machine.

Thirty minutes to one hour will be given to flock a six-foot-tall holiday tree.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Relevant information and product care requirements are obtained from relevant reference materials.
2. Fresh materials are properly cut, cleaned and conditioned for design construction.
3. Product quality is preserved and protected and its salability maintained.
4. Signs of poor condition are properly identified, the relevant person informed and proper actions taken.
5. Decorative wraps and accessories are applied to the wreath or tree as the finished product.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures, equipment and materials:

Research information
Composing skills
Computer (or other appropriate duplicating technique)
Appropriate posting materials
Sign holders

WORK TO BE PERFORMED

Make and/or post the signs at the retail garden center.

PERFORMANCE CRITERIA

The signs to be made and/or posted are properly identified and placed in the appropriate location. Spelling and prices are checked prior to posting. Signs are removed immediately after the sale date ends. Equipment is properly cleaned and maintained after use.

One to two minutes will be given to post a sign.

One to three minutes will be given to make a sign with a computer.

Five to 50 minutes will be given to inspect the signage in a 3,000-square-foot facility.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Equipment is properly maintained according to manuals and company procedures.
2. Signs are properly inspected and maintained according to company procedures.
3. Hazardous and dangerous signs are identified and the hazard is corrected.
4. Work site facilities are cleaned after use. Waste products are recycled or disposed of properly.

MAINTAIN AQUATIC FACILITIES, PLANTS AND RELATED ANIMALS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given company procedures and the following facilities, services, equipment and materials:

Research information
Water quality (pH, electro-conductivity (EC), alkalinity, temperature, aeration)
Fish
Snails
Nets
Plants

WORK TO BE PERFORMED

Maintain services and facilities.

PERFORMANCE CRITERIA

The facilities are properly identified and properly and safely maintained according to local building and service codes and company procedures. All facilities are properly cleaned and maintained after use. All maintenance forms and records are correctly completed. Electricity is labeled and placed in a designated safe area.

Ten minutes to two hours will be given to clean an aquatic tank.

Five to 30 minutes will be given to determine electro-conductivity (EC) and pH.

Five to 30 minutes will be given to calculate corrective electro-conductivity (EC) and pH measures and to calibrate to the correct levels.

Three to ten minutes will be given to raise the water level in the plant material tanks.

Five to 20 minutes will be given to complete the daily logs and records on the aquatic life sales and deaths in the garden center.

Fifteen minutes to one hour will be given to order replacement supplies.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Facilities are properly maintained according to manuals and company procedures.
2. Facilities are properly inspected, cleaned and maintained according to company procedures.
3. Hazardous and dangerous facilities are identified and the hazard is corrected.
4. Work site facilities are cleaned after use. Waste products are recycled or disposed of properly.

PREPARE AND SUBMIT ACCIDENT AND INSURANCE REPORTS AND CLAIMS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following company information and materials:

Company insurance policies and procedures
Insurance report and claim forms

WORK TO BE PERFORMED

Prepare and submit accident reports and claims to insurance company, and file reports and claims according to company policies and procedures.

PERFORMANCE CRITERIA

Accident reports and claims are properly prepared and submitted to the insurance company and filed according to company policies and procedures.

One to two hours will be given to prepare and submit accident and insurance claims on an identified accident.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Accident reports and claim forms are properly prepared and submitted to the insurance company according to company policies and procedures.
2. Accident reports and claim forms are properly submitted according to company policies and procedures.
3. Accident reports and claim forms are properly filed according to company policies and procedures.

HANDLE AND PROCESS CONSUMER COMPLAINTS

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given:

Company policies and procedures
Customer complaint
Forms and documentation

WORK TO BE PERFORMED

Handle and process customer complaints according to company policies and procedures.

PERFORMANCE CRITERIA

The customer complaint is promptly and politely processed according to company policies and procedures.

Five to 10 minutes will be given to handle a customer complaint.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. The nature of the complaint is determined and verified with the customer.
2. Examples of faulty goods and services are obtained and confirmed, and proof of the original supplier is correctly established.
3. Alternative courses of action are suggested and reviewed with the customer, and an acceptable action is determined.
4. The complaint is referred to the appropriate person or department when the action is outside the responsibility of the person.
5. The complaint process is handled politely, and apologies for any inconvenience are given.
6. Documentation is completed accurately and legibly.

Academic Skills	Skills (and related knowledge) contained in the subject areas and disciplines addressed in most national and state educational standards, including English, mathematics, science, etc.
Assessment	A process of measuring performance against a set of standards through examinations, practical tests, performance observations and/or the completion of work portfolios.
Content Standard	A specification of what someone should know or be able to do to successfully perform a work activity or demonstrate a skill.
Critical Work Functions	Distinct and economically meaningful sets of work activities critical to a work process or business unit which are performed to achieve a given work objective with work outputs that have definable performance criteria. A critical work function has three major components: • **Conditions of Performance:** The information, tools, equipment and other resources provided to a person for a work performance. • **Work to Be Performed:** A description of the work to be performed. • **Performance Criteria:** The criteria used to determine the required level of performance. These criteria could include product characteristics (e.g., accuracy levels, appearance), process or procedure requirements (e.g., safety, standard professional procedures) and time and resource requirements. The IOSSCC requires that these performance criteria be further specified by more detailed individual performance elements and assessment criteria.
Credentialing	The provision of a certificate or award to an individual indicating the attainment of a designated set of knowledge and skills and/or the demonstration of a set of critical work functions for an industry/ occupational area.
Illinois Occupational Skill Standards and Credentialing Council (IOSSCC)	Legislated body representing business and industry which establishes skill standards criteria, endorses final products approved by the industry subcouncil and standards development committee and assists in marketing and dissemination of occupational skill standards.
Industry	Type of economic activity, or product or service produced or provided in a physical location (employer establishment). They are usually defined in terms of the Standard Industrial Classification (SIC) system.

Industry Subcouncil	Representatives from business/industry and education responsible for identifying and prioritizing occupations for which occupational performance skill standards are adapted, adopted or developed. They establish standards development committees and submit developed skill standards to the IOSSCC for endorsement. They design marketing plans and promote endorsed skill standards across the industry.
Knowledge	Understanding the facts, principles, processes, methods and techniques related to a particular subject area, occupation or industry.
Occupation	A group or cluster of jobs, sharing a common set of work functions and tasks, work products/services and/or worker characteristics. Occupations are generally defined in terms of a national classification system including the Standard Occupational Classification (SOC), Occupational Employment Statistics (OES) and the Dictionary of Occupational Titles (DOT).
Occupational Cluster	Grouping of occupations from one or more industries that share common skill requirements.
Occupational Skill Standards	Specifications of content and performance standards for critical work functions or activities and the underlying academic, workplace and occupational knowledge and skills needed for an occupation or an industry/occupational area.
Occupational Skills	Technical skills (and related knowledge) required to perform the work functions and activities within an occupation.
Performance Standard	A specification of the criteria used to judge the successful performance of a work activity or the demonstration of a skill.
Product Developer	Individual contracted to work with the standard development committee, state liaison, industry subcouncil and IOSSCC for the adaptation, adoption or development of skill standards content.
Reliability	The degree of precision or error in an assessment system so repeated measurements yield consistent results.
Skill	A combination of perceptual, motor, manual, intellectual and social abilities used to perform a work activity.
Skill Standard	Specifies the knowledge and competencies required to perform successfully in the workplace.

Standards Development Committee	Incumbent workers, supervisors and human resource persons within the industry who perform the skills for which standards are being developed. Secondary and postsecondary educators are also represented on the committee. They identify and verify occupational skill standards and assessment mechanisms and recommend products to the industry subcouncil for approval.
State Liaison	Individual responsible for communicating information among all parties (IOSSCC, subcouncil, standard development committee, product developer, project director, etc.) in skill standard development.
Third-Party Assessment	An assessment system in which an industry-designated organization (other than the training provider) administers and controls the assessment process to ensure objectivity and consistency. The training provider could be directly involved in the assessment process under the direction and control of a third-party organization.
Validity	The degree of correspondence between performance in the assessment system and job performance.
Workplace Skills	The generic skills essential to seeking, obtaining, keeping and advancing in any job. These skills are related to the performance of critical work functions across a wide variety of industries and occupations including problem solving, leadership, teamwork, etc.

Margaret Blackshere **Ronald Morehead,** *Official Designee*	AFL-CIO
Hollis Earnest	Manufacturing/Electronics
David Emerson	Downstate National Bank
Bernard Gregory	Passavant Hospital
Janet Payne	United Samaritans Medical Center
Michael O'Neill	Chicago Building Trades Council
Gerald Schmidt	Illinois Manufacturing Association Caterpillar, Inc.
Jim Schultz	Illinois Retail Merchants Association Walgreen Company
Larry Vaughn	The Illinois State Chamber of Commerce Alternative School Network

APPENDIX C — AGRICULTURE AND NATURAL RESOURCES SUBCOUNCIL

Lanny Anderson	Black Hawk College, East Campus
Steve Bailey	Family Tree Garden Center
Rick Butler	Pekin Hardwood Lumber Company, Inc.
David Gillespie	Section Manager, Illinois Department of Conservation Division of Forest Resources
Eldon Haab	Illinois State Florists Association Forget-Me-Not Flowers
Harold Hawkinson	Farm Owner/Operator
Paul Julius	Executive Director Midwest Food Processors Association
John Kraft	Owner Kraft Fertilizer, Inc.
Donald Krug	Chicago High School for Agricultural Sciences
Glen Nichols	President Harvestore Systems
Richard W. Nichols	Soil Conservation Advisor III Bureau of Soil and Water Conservation
Tony Romolo	Illinois Laborers
Hugh David Scates	Partner Pat Scates and Sons
Perry Schneider	Agra-Placementa, Ltd.
Sharon Schwarz	Subcouncil Chair Schwarz Nursery
William B. Schreck	State Liaison Illinois State Board of Education
Thomas R. Wiles	State Liaison Illinois State Board of Education

APPENDIX D

RETAIL GARDEN CENTER CLUSTER STANDARDS DEVELOPMENT COMMITTEE

Mike Davison	Hawthorn Gardens
Dwayne Elrichs	Lurvey's American Green
Karen Heier	Schwarz Nursery
Bill Koch	Koch & Sons
John Lochner	Platt Hill Nursery, Inc.
Gary McDonald	Agri-Placements, Ltd.
Carol Massat	The Growing Place Nursery
Rich Massat	The Growing Place Nursery
Dick Price	Lurvey's American Green
Steve Ruhrup	Green View Nursery, Inc.
Sharon Schwarz	Schwarz Nursery
Tim Southey	Green View Nursery
Jeff Vanderstuyf	Prestige Nursery and Garden Center
Paul Witry	Sid's Garden Center

James Ethridge, Ph.D.	Product Developer Chairman, Agriculture Department Joliet Junior College
William B. Schreck	State Liaison Illinois State Board of Education
Thomas R. Wiles	State Liaison Illinois State Board of Education

I. Occupational Definition and Justification

A. Occupational Definition

STOCKER/SALESPERSON/DELIVERY PERSON/GARDEN CENTER MANAGER/ SERVICE MANAGER/OWNER

Markets, sells, merchandises, recommends and assists customers in the purchase of trees, shrubs, vines, ground covers, annuals, perennials, bulbs, seeds, sod, lawn and garden equipment, tools, accessories, machinery and supplies such as mowers, sprayers, seeds, fertilizers, pesticides and their application, books, other horticultural and nursery products including yard and garden accessories and gift ware. Performs duties under sales representative. May sell spare parts and service contracts for equipment. Advises customers on types of plants to select. Sketches basic designs. Operates the garden center facility. May hire, evaluate and release employees.

B. Employment and Earning Opportunities

Employment projections for Illinois and the nation indicate rapid growth for both this industry and this occupational cluster. While this is a small occupation, above-average growth should provide numerous job opportunities and a somewhat favorable employment outlook. Annual wages for management trainees range from $16,000 to $30,000. Average salary is about $21,000 per year. Other occupations in this cluster generally receive entry-level wages of between $5.75 and $7.00 per hour ($12,000-$14,500 annually). Supervisors and salespersons in this field can earn up to $21,000 annually. Seasonal employment may be a significant factor for some of the entry-level occupations in this cluster.

C. Career Opportunities and Education and Training Requirements

Up to two years of postsecondary education, specific work experience or training needed. May exhibit capabilities to speak in English and Spanish.

II. Occupational Standards and Credentials

A. Occupational Standards (See attached standards.)

B. Assessment and Credentialing System

The Illinois Nurserymen's Association (INA) is currently reviewing and evaluating their assessment and certification program which has been in existence for five years. The INA has endorsed the standards and will utilize them in further refining and re-addressing their assessment and certification efforts. The standards and occupations identified in this document will be addressed in the INA certification program.

III. Industry Support and Commitment

A. Industry Commitment for Development and Updating

1. The development of these performance skill standards is a result of the Agriculture and Natural Resources Subcouncil and Standards Development Committee efforts. The development effort utilized the following steps:

   a. Identification of performance skills.
   b. Review of resources.
   c. Convening of Standards Development Committee.
   d. Validation and approval of performance skills by Standards Development Committee.
   e. Review and approval of the skill standards by the subcouncil.
   f. Endorsement of the skill standards by the Illinois Nurserymen's Association.

2. Lists of Agriculture and Natural Resources Subcouncil and Standards Development Committee members are in Appendixes C and D, respectively.

B. Industry Commitment for Marketing

The Agriculture and Natural Resources Subcouncil is committed to marketing and obtaining support and endorsement from the business community impacted by these skill standards.

The Subcouncil will encourage the availability of occupational skill standards to the public including learners, parents, workers, educators at all levels, employers and industry organizations.

The Illinois Nurserymen's Association has submitted a letter endorsing the occupational skill standards. This letter is available upon request from the Illinois State Board of Education.

A. Developing an Employment Plan	1. Match interests to employment area. 2. Match aptitudes to employment area. 3. Identify short-term work goals. 4. Match attitudes to job area. 5. Match personality type to job area. 6. Match physical capabilities to job area. 7. Identify career information from counseling sources. 8. Demonstrate a drug-free status.
B. Seeking and Applying for Employment Opportunities	1. Locate employment opportunities. 2. Identify job requirements. 3. Locate resources for finding employment. 4. Prepare a resume. 5. Prepare for job interview. 6. Identify conditions for employment. 7. Evaluate job opportunities. 8. Identify steps in applying for a job. 9. Write job application letter. 10. Write interview follow-up letter. 11. Complete job application form. 12. Identify attire for job interview.
C. Accepting Employment	1. Apply for social security number. 2. Complete state and federal tax forms. 3. Accept or reject employment offer. 4. Complete employee's Withholding Allowance Certificate Form W-4.
D. Communicating on the Job	1. Communicate orally with others. 2. Use telephone etiquette. 3. Interpret the use of body language. 4. Prepare written communication. 5. Follow written directions. 6. Ask questions about tasks.
E. Interpreting the Economics of Work	1. Identify the role of business in the economic system. 2. Describe responsibilities of employee. 3. Describe responsibilities of employer or management. 4. Investigate opportunities and options for business ownership. 5. Assess entrepreneurship skills.
F. Maintaining Professionalism	1. Participate in employment orientation. 2. Assess business image, products and/or services. 3. Identify positive behavior. 4. Identify company dress and appearance standards. 5. Participate in meetings in a positive and constructive manner. 6. Identify work-related terminology. 7. Identify how to treat people with respect.

G. Adapting to and Coping with Change	1. Identify elements of job transition. 2. Formulate transition plan. 3. Identify implementation procedures for a transition plan. 4. Evaluate the transition plan. 5. Exhibit ability to handle stress. 6. Recognize need to change or quit a job. 7. Write a letter of resignation.
H. Solving Problems and Critical Thinking	1. Identify the problem. 2. Clarify purposes and goals. 3. Identify solutions to a problem and their impact. 4. Employ reasoning skills. 5. Evaluate options. 6. Set priorities. 7. Select and implement a solution to a problem. 8. Evaluate results of implemented option. 9. Organize workloads. 10. Assess employer and employee responsibility in solving a problem.
I. Maintaining a Safe and Healthy Work Environment	1. Identify safety and health rules/procedures. 2. Demonstrate the knowledge of equipment in the workplace. 3. Identify conservation and environmental practices and policies. 4. Act during emergencies. 5. Maintain work area. 6. Identify hazardous substances in the workplace.
J. Demonstrating Work Ethics and Behavior	1. Identify established rules, regulations and policies. 2. Practice cost effectiveness. 3. Practice time management. 4. Assume responsibility for decisions and actions. 5. Exhibit pride. 6. Display initiative. 7. Display assertiveness. 8. Demonstrate a willingness to learn. 9. Identify the value of maintaining regular attendance. 10. Apply ethical reasoning.
K. Demonstrating Technological Literacy	1. Demonstrate basic keyboarding skills. 2. Demonstrate basic knowledge of computing. 3. Recognize impact of technological changes on tasks and people.
L. Maintaining Interpersonal Relationships	1. Value individual diversity. 2. Respond to praise or criticism. 3. Provide constructive praise or criticism. 4. Channel and control emotional reactions. 5. Resolve conflicts. 6. Display a positive attitude. 7. Identify and react to sexual intimidation/harassment.
M. Demonstrating Teamwork	1. Identify style of leadership used in teamwork. 2. Match team member skills and group activity. 3. Work with team members. 4. Complete a team task. 5. Evaluate outcomes.

BEST COPY AVAILABLE

printed on recycled paper

An Equal Opportunity/Affirmative Action Employer
Printed by the Authority of the State of Illinois • November 1997 1.5M 135-41 No. 705

PRINTED WITH SOY INK